



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
600 Washington Street
Boston, MA 02111
www.mass.gov/masshealth



Eligibility Operations Memo 05-12
December 1, 2005

TO: MassHealth Eligibility Operations Staff

FROM: Russ Kulp, Director, MassHealth Operations

RE: **Redesigned MassHealth Card**

New Look for MassHealth Card

This month, MassHealth began issuing a redesigned MassHealth card to new cardholders and to existing cardholders whose circumstances required the issuance of a new card. MassHealth is **not** replacing the MassHealth card of cardholders whose current cards are valid. Although the new card looks different, the information on the card is the same as the previous design.

A sample of this new card appears below.



Carry this MassHealth card at all times.

This card is for identification purposes only. It does not guarantee eligibility.

Cardholder: For questions call: **1-800-841-2900**
(TTY: 1-800-497-4648 for people with partial or total hearing loss)

Providers: Bill all other insurers first.

To verify eligibility and restrictions, call: **1-800-554-0042**
or go to www.massrevs.eds.com

Provider HelpDesk: **1-800-462-7738**

Provider questions on card status: **1-800-833-7582**

(continued on back)

**New Look for
MassHealth Card
(cont.)**

Please note that due to the low usage of the magnetic strip on the back of the card for the MassHealth Point-of-Service (POS) devices, the strip has been removed. The magnetic strip on the previous versions of the MassHealth card will continue to function for the POS devices, as long as the MassHealth card is valid.

**Providers Accept
Both Cards**

MassHealth is instructing providers to accept either card, and to check the Recipient Eligibility Verification System (REVS) to obtain information about the member's eligibility, restrictions, coverage type, and other insurance on the date of service.

Questions

If you have any questions about this memo, please contact the MassHealth Policy Hotline through your MEC designee.
